

METHOD AND SYSTEM FOR DIRECTORY ASSISTANCE SERVICES

Abstract of the Disclosure

5 A mobile telephone, or personal communication
services subscriber who wishes directory assistance
services is connected in the conventional manner to an
operator who identifies a destination telephone number
desired by the subscriber. As known in the prior art,
the operator then initiates a call connecting the
10 subscriber to the destination telephone number. In a
preferred embodiment, the operator locates a desired
destination telephone number in a computer database, and
can select automatic dialing of the located number.
Further, rather than dropping all further involvement
15 with the call, the preferred embodiment of the present
invention continually monitors the connection thereby
established for a predetermined DTMF signal issued by
the customer, such as that obtained by pressing the "*" button.
If such a signal is detected, the customer is
20 transferred to a directory assistance operator, who can
then provide whatever further assistance is needed
(e.g., providing further directory assistance). If a
busy signal or non-answering party is detected, a
customer is given a plurality of options including
25 leaving a recorded message or page, or a predetermined
alphanumeric message or page for the called party. In
this case, the system automatically tries, repeatedly,
to deliver the recorded message or page and, optionally,
confirms successful or failed message delivery to the
30 calling party.

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